

TAB 18

From: /O=DELL/OU=AUSTIN/CN=RECIPIENTS/CN=JOSE JIMENEZ
Sent: Tuesday December 20, 2005 02:33 PM
To: Pickett, Todd
Cc: Wright, David R; Sierra-Cass, Johanna
Subject: FW: Request ID 1877662 /Optiplex GX 270 Issue / \$3,727 Concession

Todd,

This request will be coming to you & Abel in the FSR tool. As I mention below to the sales leaders, pursuing this route could be very costly if other large customers begin to make the same types of requests. While I perfectly understand the sales perspective, I really feel we need to exercise a great deal of caution and emphasize that this is not a policy-defining decision.

Jose

-----Original Message-----

From: Echeverria, Alvaro
Sent: Tuesday, December 20, 2005 1:27 PM
To: Martinez, Tania; Jimenez, Jose; Coffman, Todd
Cc: Ayala, Alberto; Sierra-Cass, Johanna; Ehlinger, Tania
Subject: RE: Request ID 1877662

Jose,

This has been approved. Please proceed. The risk of rejecting includes losing a multi million dollar customer which I am not prepared to do. We need to do what is right for our customer.

-----Original Message-----

From: Martinez, Tania
Sent: Tue Dec 20 13:08:51 2005
To: Jimenez, Jose; Echeverria, Alvaro; Coffman, Todd
Cc: Ayala, Alberto; Sierra-Cass, Johanna; Ehlinger, Tania
Subject: RE: Request ID 1877662

Jose

This was approved by Todd Coffman account AE and Alvaro Echeverria.

Todd

Please follow up with Jose Jimenez.

Thanks

From: Jimenez, Jose
Sent: Tuesday, December 20, 2005 12:39 PM
To: Martinez, Tania

Cc: Ayala, Alberto; Sierra-Cass, Johanna
Subject: Request ID 1877662

Why isn't this being handled through the normal warranty channels? Dell as a whole is already taking a 300 Million dollar charge related to this issue. By pursuing the route you are suggesting, we open ourselves up to a flood of customers wanting whole system replacements-which would be disastrous. I cannot approve this request based on the explanation given.

Request Info

Request ID 1877662 Status PENDING_APPROVAL Requestor ID 29457 Requestor Name Alberto_Ayala Submit Date 2005-12-16T10:37:11.140 SLA

Request Detail

Form Name LAM MCR Concession

Field Name Field Value

I am in Relationship_Sales

Channel 20

Customer Name PUERTO RICO TELEPHONE CO

Customer Number 8589842

Order Number 731410306

Rev Adj Amount 3727.00

Where was the issue caused? Product Quality

What was the root cause of this issue? Defective Product

Requestor Comment This is a revenue adjustment given to the customer due to the GX-270 problem. This has been approved by sales director Alvaro Echeverria.Thanks, Alberto

Request History

Trans Date Processor Processor Type Status

2005-12-16T10:37:11.140 Alberto_Ayala REQUESTOR PENDING_APPROVAL

2005-12-16T11:17:15.520 TANIA_MARTINEZ APPROVER PENDING_APPROVAL

JOSE_JIMENEZ APPROVER PENDING_APPROVAL

Abel_Archundia APPROVER PENDING_APPROVAL

TODD_PICKETT APPROVER PENDING_APPROVAL

Tania_Ehlinger APPROVER PENDING_APPROVAL

Jose Jimenez

Latin America Finance

Dell Inc.

(512) 723-7616

From: /O=DELL/OU=BRAZIL/CN=RECIPIENTS/CN=TODD_PICKETT
Sent: Wednesday December 21, 2005 05:25 AM
To: Jimenez, Jose
Cc: Wright, David R; Sierra-Cass, Johanna
Subject: RE: Request ID 1877662 /Optiplex GX 270 Issue / \$3,727 Concession

This must be handled through the normal process. There is no cause for changing the process.

Thanks.

Todd Pickett
 Finance Director - Latin America
 Dell Computers
 Telephone: (512) 728-2457
 Cell Phone: (512) 560-1733
 Todd_Pickett@Dell.com

-----Original Message-----

From: Jimenez, Jose
 Sent: Tuesday, December 20, 2005 3:34 PM
 To: Pickett, Todd
 Cc: Wright, David R; Sierra-Cass, Johanna
 Subject: FW: Request ID 1877662 /Optiplex GX 270 Issue / \$3,727 Concession

Todd,

This request will be coming to you & Abel in the FSR tool. As I mention below to the sales leaders, pursuing this route could be very costly if other large customers begin to make the same types of requests. While I perfectly understand the sales perspective, I really feel we need to exercise a great deal of caution and emphasize that this is not a policy-defining decision.

Jose

-----Original Message-----

From: Echeverria, Alvaro
 Sent: Tuesday, December 20, 2005 1:27 PM
 To: Martinez, Tania; Jimenez, Jose; Coffman, Todd
 Cc: Ayala, Alberto; Sierra-Cass, Johanna; Ehlinger, Tania
 Subject: RE: Request ID 1877662

Jose,

This has been approved. Please proceed. The risk of rejecting includes losing a multi million dollar customer which I am not prepared to do. We need to do what is right for our customer.

-----Original Message-----

From: Martinez, Tania
Sent: Tue Dec 20 13:08:51 2005
To: Jimenez, Jose; Echeverria, Alvaro; Coffman, Todd
Cc: Ayala, Alberto; Sierra-Cass, Johanna; Ehlinger, Tania
Subject: RE: Request ID 1877662

Jose

This was approved by Todd Coffman account AE and Alvaro Echeverria.

Todd

Please follow up with Jose Jimenez.

Thanks

From: Jimenez, Jose
Sent: Tuesday, December 20, 2005 12:39 PM
To: Martinez, Tania
Cc: Ayala, Alberto; Sierra-Cass, Johanna
Subject: Request ID 1877662

Why isn't this being handled through the normal warranty channels? Dell as a whole is already taking a 300 Million dollar charge related to this issue. By pursuing the route you are suggesting, we open ourselves up to a flood of customers wanting whole system replacements-which would be disastrous. I cannot approve this request based on the explanation given.

Request Info

Request ID 1877662 Status PENDING_APPROVAL Requestor ID 29457 Requestor Name Alberto_Ayala Submit Date 2005-12-16T10:37:11.140 SLA

Request Detail

Form Name LAM MCR Concession

Field Name Field Value

I am in Relationship_Sales

Channel 20

Customer Name PUERTO RICO TELEPHONE CO

Customer Number 8589842

Order Number 731410306

Rev Adj Amount 3727.00

Where was the issue caused? Product Quality

What was the root cause of this issue? Defective Product

Requestor Comment This is a revenue adjustment given to the customer due to the GX-270 problem. This has been approved by sales director Alvaro Echeverria. Thanks, Alberto

Request History

Trans Date Processor Processor Type Status

2005-12-16T10:37:11.140 Alberto_Ayala REQUESTOR PENDING_APPROVAL

2005-12-16T11:17:15.520 TANIA_MARTINEZ APPROVER PENDING_APPROVAL

JOSE_JIMENEZ APPROVER PENDING_APPROVAL

Abel_Archundia APPROVER PENDING_APPROVAL

TODD_PICKETT APPROVER PENDING_APPROVAL

Tania_Ehlinger APPROVER PENDING_APPROVAL

Jose Jimenez

Latin America Finance

Dell Inc.

(512) 723-7616